

## ABSTRAK

Masalah dalam penelitian ini adalah masih rendahnya Kualitas Pelayanan Kepolisian di Sentra Pelayanan Kepolisian Terpadu Polisi Daerah Jawa Barat. Berdasarkan fenomena tersebut, peneliti menduga bahwa masalah tersebut dipengaruhi oleh variabel implementasi kebijakan. Berdasarkan pada permasalahan tersebut, rumusan masalah yang diajukan adalah: “Seberapa besar pengaruh implementasi kebijakan Pemerintah terhadap Kualitas Pelayanan Kepolisian di Sentra Pelayanan Kepolisian Terpadu Polisi Daerah Jawa Barat”.

Analisis masalah penelitian dilakukan dengan menggunakan teori Implementasi Kebijakan Edward III (1980:10),, berdasarkan factor-faktor implementasi kebijakan melalui dimensi Komunikasi, Sumberdaya, Disposisi/Sikap Pelaksana dan Strktur Birokrasi. Adapun untuk variabel kualitas pelayanan digunakan pendekatan teori dari Parasurahman, dalam Djauhari (2008:92) yakni handal, pertanggungjawaban, jaminan, perhatian dan terjamah. Berdasarkan pendekatan teori teori tersebut, hipotesis yang diajukan adalah: “Besarnya pengaruh implementasi kebijakan Pemerintah terhadap Kualitas Pelayanan Kepolisian di Sentra Pelayanan Kepolisian Terpadu Polisi Daerah Jawa Barat ditentukan oleh pelaksanaan factor-faktor Komunikasi, sumber daya, disposisi, dan struktur birokrasi”.

Metode dalam penelitian ini adalah metode survey eksplanatif (*explanatory survai method*) sedangkan sumber pengumpulan data dengan menggunakan studi kepustakaan dan studi lapangan yang meliputi : angket, observasi, dan wawancara. Teknik penarikan sampel yang digunakan adalah sampel random sederhana (*Simple Random Sampling*). Adapun teknik analisa data yang digunakan adalah analisis regresi linier

Berdasarkan hasil pengolahan data yang dilakukan diperoleh hasil penelitian yang menunjukkan adanya hubungan yang positif dan signifikan antara implementsi kebijakan terhadap Kualitas Pelayanan Kepolisian di Sentra Pelayanan Kepolisian Terpadu Polisi Daerah Jawa Barat. Dengan demikian hipotesis yang diajukan di dalam penelitian ini teruji secara empirik.

Kata kunci : Implementasi Kebijakan, Kualitas Pelayanan Kepolisian

## **ABSTRACT**

*Problems in this research is still low Quality of Police Service at Integrated Police Service Center West Java Regional Police. Based on this phenomenon, researchers suspect that the problem is influenced by policy implementation variables. Based on the problem, the proposed problem is: "How big is the influence of Government policy implementation on Police Service Quality at Integrated Police Service Center of West Java Police".*

*The research problem analysis is done by using the theory of policy implementation of Edward III (1980: 10),, based on the factors of policy implementation through the dimension of Communication, Resources, Disposition / Attitude Executor and Structure of Bureaucracy. As for the variables of service quality used the theoretical approach of Parasurahman, in Djauhari (2008: 92) that is tangible, reliable, responseveness, assurance, emphaty. approach theory theory, the hypothesis proposed is: "The amount of influence implementation of government policies on the quality of Police Services at the Integrated Police Service Center of West Java Police is determined by the implementation of communication factors, resources, disposition, and bureaucratic structure ".*

*Methods in this research is explanatory survey method (explanatory survey method) while the source of data collection by using literature study and field study which include: questionnaire, observation, and interview. Sampling technique used is simple random sampling (Simple Random Sampling). The data analysis technique used is linear regression analysis*

*Based on the results of data processing conducted obtained the results of research showing a positive and significant relationship between policy implementation on Police Service Quality at Integrated Police Service Center West Java Regional Police. Thus the hypothesis proposed in this research is empirically tested.*

*Keywords: Policy Implementation, Quality of Police Service*